

Marine Corps Base Quantico Base Telephone

Telephone Control Officer Brief 7 March 2005

References: MCO P2831.1A / TCO HANDBOOK

Agenda Items:

Introductions

- ✓ **Telephone Branch Mission**
- ✓ **TCO Assignment and**

Responsibilities

- ✓ **Trouble Call Process**
- ✓ **TSR Process and Work Flow**
- ✓ **Telephone Projects**
- ✓ **Classes of Service and Voicemail**
- ✓ **Dialing Instructions/ Feature Codes and**

Telecomm Website

- ✓ **Quality Control and Call Monitoring**

- ✓ **Cell phones and Blackberries**
- ✓ **Billing**
- ✓ **Telephone Directory**

Introductions:

Director G-6:
Logsdon

Mr. Richard

Deputy G-6:

Maj Hensley

G-6 Operations Officer:
Angelique Mirro

Ms.

Telephone Branch Head: **Mr. William**
Smith

Telephone Officer: **CWO3 Traquair**

Base Telephone Chief:
Worthy

MSgt

Introductions (con't):

Plant Records Chief:

SSgt Lloyd

Project Analyst:
Spiller

Ms. Mary

Inside Plant Chief:
Brown

GySgt

Outside Plant Supervisor: **Mr. Glen**
Massie

Switch Technician:
Bernabe

Mr. Victor

G-6 (Telecommunication) Mission:

Mission: To ensure all the needs of the customer are met in regards to both telephones and satisfaction for MCB Quantico. The Telecommunications (Telecom) Branch is responsible for the official, non-secure telephone service for the Command and all tenant units. The operation and maintenance of the telephone system is under the cognizance of the AC/S, G-6.



PROJECTS

CWO3 TRAQUAIR

Projects

- A. A Project is anything over \$1000.00.**
- B. Who pays for projects?**

Telephone Projects Timeline

- **21-75 working days**
- **As much prior notice as possible**
- **Reverse planning**

“Persons other than authorized telephone maintenance personnel assigned to or working under the supervision of the Base Telephone Officer are prohibited from making any additions, changes, modifications, or relocations of equipment that is part of the government owned telephone system.

Anyone who willfully or maliciously injures or destroys any works, property or material of any radio, line, cable, telephone, telegraph, station, system or other means of communication operated or controlled by the United States whether constructed or in the process of construction or willfully or

Questions ?

TCO
ASSIGNMENT
AND
RESPONSIBILIT
IES



SSgt Lloyd

TCO Assignment:

- ✓ **The Commander/Director of each base organization and/or tenant unit organization will designate a primary and an alternate Telephone Control Officer (TCO) for each Billing Account Code (BAC) IAW MCO P2066.1, paragraph 2003d.**
- ✓ **Their primary function is to assist MCB Quantico Base Telephone in providing the best telecommunications service available to meet customer operational requirements.**
- ✓ **This letter will give the name, rank,**

TCO Responsibilities:

- a. Be familiar with applicable references (MCBO P2831.1, MCO P2066.1)**

- b. Serve as the organization's point of contact to identify communications requirements and ensure the need for official telephone service. TCO's must submit timely work requests to the Telecommunication Branch of the G-6 at least two weeks prior to the operational date for ~~assisting the telephone office~~ ~~four weeks prior for larg~~ ~~g al~~ moves, tasking or TCO training.**

TCO Responsibilities cont.

- d. Evaluate all telecommunications service requests submitted for proper content, completeness, considerations.**

- e. Arrange for an escort of Base Telephone personnel for required work in controlled or restricted areas.**

- f. Review the telephone service and equipment for your unit.**

- g. Verify via monthly audit and certification procedures the long distance bills which must be returned to Base Telephone.**

TCO Responsibilities cont.

- h. Establish internal telephone control procedures to prevent administrative and cellular telephone abuse. Educate unit personnel of the liability for unofficial calls as well as destruction/damage of communications equipment.**
- i. Disseminate customer education materials and act as a focal point for user education requests.**
- j. Responsible for ensuring their organizations directory listing is accurate and up to date in the Base Telephone Directory.**

TCO Responsibilities cont.

- k. Responsible for issue and accountability of telephone calling cards and cell phones.**
- l. Ensure all Work Requests involving installation, removal, or relocation have detailed office diagrams, showing existing and proposed configurations, attached upon submission.**

TCO Responsibilities cont.

- m. The TCO or authorized personnel will be the only authorized signatures on all of the requesting organization's work requests and Audit Certification Letters of the telephone bill.**
- n. Coordinate with the Fund Administrator (FA) for expenditure of funds associated with Work Order (WO) requests.**
- o. Keep a log of all Work Requests submitted.**
- p. Ensure the yellow Base Telephone sticker which provides the Help Desk number (784-2500) and the red security**

TCO Responsibilities cont.

q. Maintain a Turnover folder which contains the following:

- (1) TCO handbook.
- (2) Current TCO appointment letter
- (3) 1 yr of Certified Telephone Bills

TCO Responsibilities cont.

r. Other incidental administrative duties:

- (1) Requesting locates for MISS UTILITY**
- (2) Central Point of contact (POC) for reporting trouble calls.**
- (3) Central POC for work request status reconciliation (new work).**
- (4) Providing commander's counsel on communication related topics.**
- (5) Performing coordination and liaison duties both within the unit and external to it.**
- (6) Handling reimbursement for unauthorized long distance phone calls.**
- (7) Reconciliation of the E911 database for their command.**
- (8) Maintain a running inventory of all phone numbers, equipment, and all features on phones.**

Questions ?

TELECOM WEBSITE AND CALL MONITORING

SGT TAYLOR

In this section we will cover:



- ✓ **The Telecom Web Site**
- ✓ **Available Services**
- ✓ **Telephone Features**
- ✓ **Class of Service**
- ✓ **Voicemail**
- ✓ **Dialing Instructions**
- ✓ **Call Monitoring/Tracing**
- ✓ **Communication Rooms**

Telecom Web Site



www.quantico.usmc.mil/g6/telecom

Call Monitoring:

4011. TELEPHONE MONITORING (MCO P2066.1)

1. **Implicit Consent.** Within the DOD, the act of using official government-owned or government-operated telecommunications systems (including administrative telephones) is considered evidence of consent to monitoring for communications security (COMSEC) purposes. Notice of the intention to conduct periodic COMSEC monitoring and recording must be published in all Marine Corps telephone directories and will include a paragraph that official telephones are provided only for the transaction of government business; that they are subject to communications security monitoring at all times; and, that all calls to emergency numbers may be recorded without notice.

DO NOT DISCUSS CLASSIFIED INFORMATION ON NON SECURE TELEPHONES. OFFICIAL DOD TELEPHONES ARE SUBJECT TO

Call Monitoring/Call Tracing



To get a line monitored or traced, contact:

NCIS 784-2994

Communication Rooms



Communication Rooms are the responsibility of
Telephone Personnel

New Locks being installed on hatches

Not a Personnel Property storage locker

NO ITEMS MAY BE STORED
or placed in these rooms

Questions ?

TROUBLE CALLS AND WORK REQUESTS



Ms Spiller

Trouble Call Process:

When an outage or trouble occurs on an existing line or circuit, follow the procedures outlined below to resolve the problem:

Report the outage/problem to the Telephone Branch by logging on to the Quantico website or dialing 784-2500 .

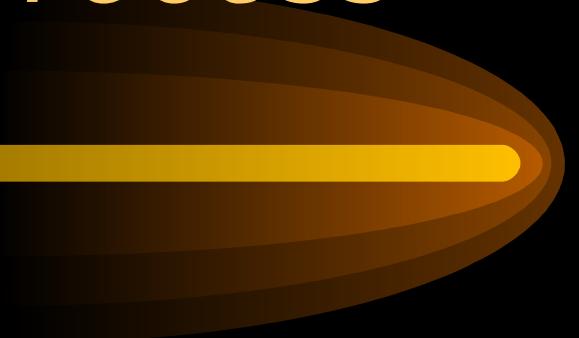
Give the technician an accurate description of the problem.

The Telephone Branch Help Desk should be the first contact for any outage. This includes official commercial telephone lines in government buildings and special circuits.

Voicemail Trouble Procedures:

- a. Voice mail user calls the Telecommunications Help Desk at extension 784-2500 and requests to have their password changed or reset.**
- b. Telecom personnel will instruct caller to request password change or reset via e-mail. E-mail must include unit, building and telephone number of requester.**
- c. If the requesting individual does not have an e-mail account, the Telephone Control Officer must submit the request.**
- d. Upon receipt of the e-mail request, Telecom personnel will complete the request and inform requester via e-mail**

Work Order Process



WORK REQUEST (MAINTENANCE MANAGEMENT)
NAVFAC 9-11014/20 (REV. 2/94 (EF)) (New S/N number pending)

PW Department see instructions
in NAVFAC MO-321

Requestor see instructions on Reverse Side

PART 1---REQUEST (Filled out by Requestor)

1. FROM UNIT NAME	2. REQUEST NO. MAX 10 CHARACTERS
3. TO AC/S, G-6, TELECOMMUNICATIONS BRANCH	4. DATE OF REQUEST 7 May 04
5. REQUEST FOR <input type="checkbox"/> COST ESTIMATE <input checked="" type="checkbox"/> PERFORMANCE OF WORK	5a. REQUEST WORK START 21 MAY 04
6. FOR FURTHER INFORMATION CALL SSGT JONES @ 784XXXX	7. SKETCH/PLAN ATTACHED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

8. DESCRIPTION OF WORK AND JUSTIFICATION (including location, type, size, quantity, etc.)

PHONE #, BLDG #, FLOOR #, ROOM #, SECTION NAME, JACK #, CLASS OF SERVICE, TYPE OF PHONE:

DETAILED EXPLANATION OF WORK TO BE DONE.

JUSTIFICATION:

(NOTE: FILL IN BLOCKS 1-10 ONLY)

9. FUNDS CHARGEABLE

BAC XXX

10. SIGNATURE (Requesting Official)

TCO OR OTHER AUTHORIZED SIGNATURE

PART II---COST ESTIMATE

(Filled out by Maintenance Control Division if estimate requested)

11. TO	12. ESTIMATE NO.
--------	------------------

13. COST ESTIMATE	14. SKETCH/PLAN ATTACHED <input type="checkbox"/> YES <input type="checkbox"/> NO
a. Labor	15. <input type="checkbox"/> APPROVED PROGRAMMING TO START IN _____
b. Material	<input type="checkbox"/> APPROVED PROGRAMMING TO START IN _____

VIA NET

Click on the links below:

[Via Net Troubles](#)

[Via Net Work order
S](#)

Questions ?

CELLPHONES
AND
BLACKBERRIE
S

SGT WOODEN

Cell Phones

- Cell phones are NOT centrally funded. The requesting unit must pay for all associated costs (equipment and service)
- Currently, the primary cellular provider for Marine Corps National Capital Region is Nextel
- Other providers are working to improve coverage
 - Verizon Wireless -- Sprint PCS
 - ATT Wireless -- T-Mobile
 - Cingular Wireless
- To obtain cell phones and service
 - MCB Activities - Contact the MCB Cellular Service Chief, Sgt Wooden at 432-0717 or by email woodenal@nt.quantico.usmc.mil for Nextel Cost estimates. Orders will only be placed quarterly based on the fiscal year.
 - MCB Tenants - Must establish their own group of CLINs on the NCR Nextel Contact via RCO

Blackberries



- Special Considerations
 - Voice Service charges
 - Data Service charges
 - NMCI Charges
- MUST NOTIFY AND COORDINATE WITH YOUR CTR **BEFORE** ORDERING A BLACKBERRY

Questions ?



BILLING

SGT CARROLL

Topics



- Telecommunications Bill
- The new Billing System
- Billing reconciliation
- Ordering Calling Cards

Telecommunications bill



TMS:

1. Long Distance

\$.03 for the first minute , \$.01
for any additional minute

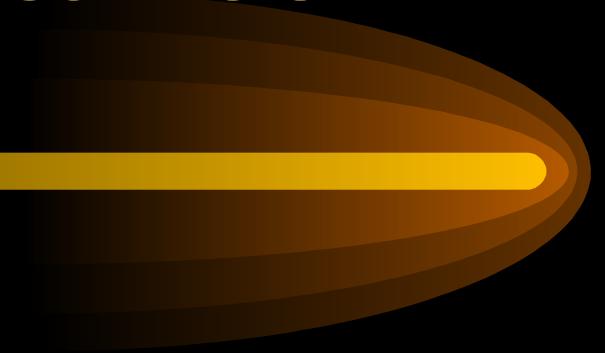
2. Work Orders

3. Line/ Equipment Charge

- DITCO
800# numbers
Calling card

Verizon
Special Circuits
DSL Services

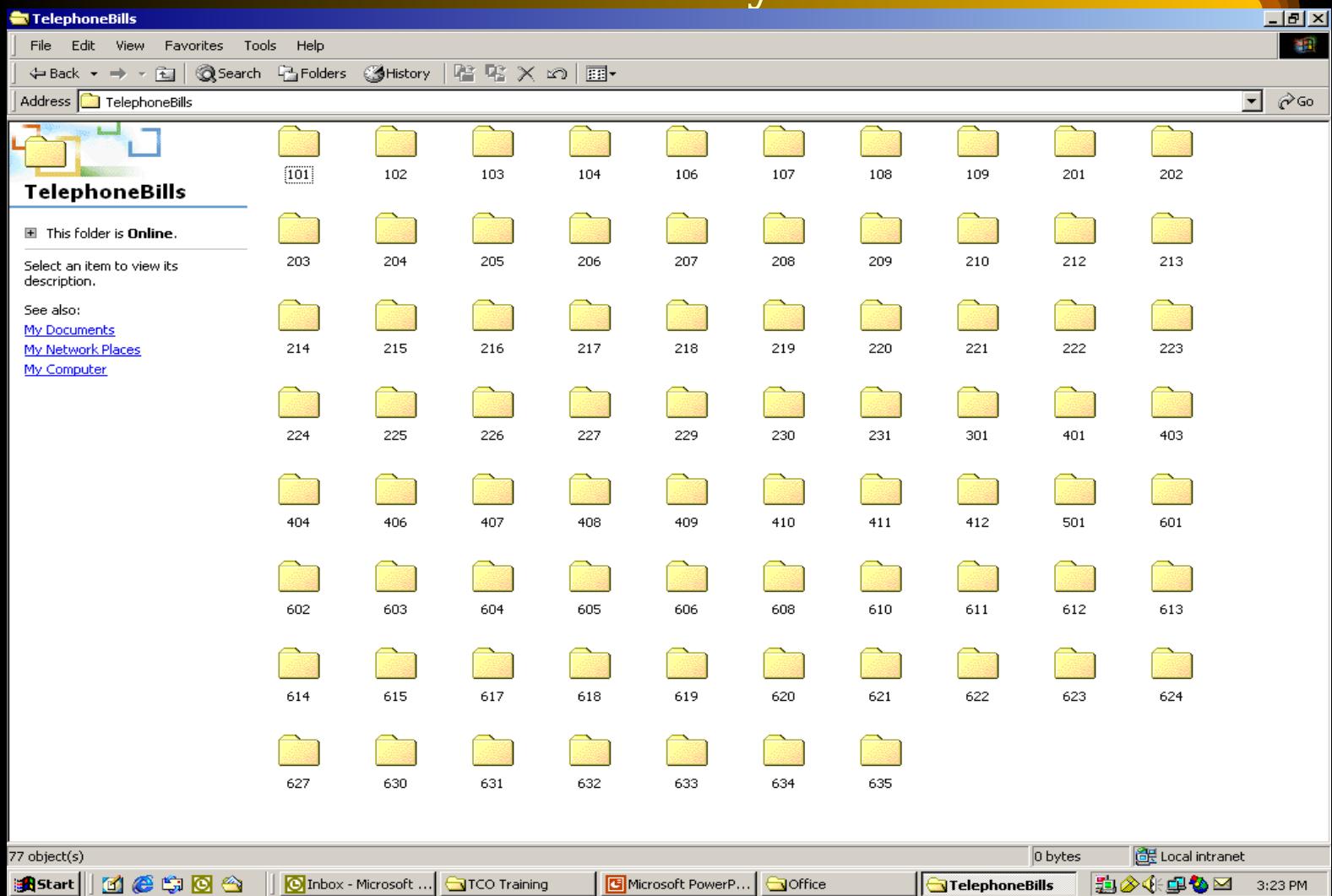
What is submitted to TCO



- TMS Summary:
.doc file
- Invoice for the month:
.doc file
- Summary of all long distance calls made over 15 minutes.

RECEIVING THE BILL

In the past you have received the bill by E-mail
Now you will receive a link by IP that when you click
on it this is what you will see.



RECEIVING THE BILL CONT.....

Once inside this screen you will click on your BAC. The security of the files will be maintained by Sgt Carroll and SSgt Lloyd. You will only be able to click on your BAC. Once inside your BAC folder, click on the most current month and you will be able to view your bill.

Once you view your bill this is where you will print off the Audit and Certification paper and send it back to me. You will also be able to look at your bill at any time.

Reports provided monthly

1. TMS break down that will list every circuit you have and what their long distance activity was.
2. The Invoice is used to give you an overall monthly charge breaking down the various charges from calling cards, 800 numbers, Verizon and any other miscellaneous charges or credits.
3. A summary of all long distance calls made over 15 minutes.

Here are examples of the reports

TMS BREAK DOWN

705 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Quantico T M S (K C M L 5)

Date: 04/15/03 09:30 Page: 1

TELEPHONE SERVICES BILL

Bill Code: 705 Bill Dates: 03/01/03 - 03/31/03

GTE CUSTOMER CIRCUITS

OFFICIAL CIRCUIT AND LONG-DISTANCE TELEPHONE CALL
AUDIT AND CERTIFICATION

Attached are your circuits and charges for line rental, work orders and official long-distance toll calls.

INSTRUCTIONS FOR COMPLETING CIRCUIT AND CALL AUDIT CERTIFICATION

After a complete review of all circuits and charges including verification that all long-distance toll calls are correct and official, Telephone Control Officers (TCO) need to complete and return the certification section and final totals page to G-6, Budget Section (B508) within 15 days after receipt.

If a circuit or charge is in question or if there is an inability to identify a long-distance call, the TCO needs to indicate this by placing a RED asterisk (*) directly to the right of the circuit or number called. Return this page to G-6, Budget Section (B508) along with the certification section and final totals page within 15 days after receipt for corrective action to be taken.

Circuits not appearing in this audit certification that properly belong to the Billing Account Code (BAC) are the responsibility of the TCO to notify G-6 for corrective action. Notification can be made by annotating the circuit number in the certification section and returning it to G-6, Budget Section (B508) with the final totals page within 15 days after receipt.

705: 5,069 characters (an approximate value).

Quantico TMS

Date: 12/09/04 02:35 pm

Page: 2

TELEPHONE SERVICES BILL

Bill Code: 000

Bill Dates: 11/01/04 - 11/30/04

Example

Phone Number: 4328001

3...309 SECTION

Telephone Number	Blk/WO	Qty	Line/Equipment Description	Total	Tax
4320000	1999	1.03	CLA A OB/LD/DSM/MTRO/FRED	\$21.00	
		1	Service and Equipment:	\$21.00	

Date	Time	Number Called	Location	Type	Mins	Charge	Trans
11/01	13:27	1-760-725-3818	PENDLETON	CA FT3 90	1	\$0.02	009295
11/02	16:24	1-310-809-6004	SAN PEDRO	CA FT3 90	.1	\$0.01	030118
11/02	16:29	1-310-809-6004	SAN PEDRO	CA FT3 90	.1	\$0.01	030220
11/03	09:44	1-757-638-6094	PORTSMOUTH	VA FT3 90	.1	\$0.01	034789
11/03	10:47	1-757-638-6094	PORTSMOUTH	VA FT3 90	.1	\$0.01	036656
11/04	14:25	1-760-725-3212	PENDLETON	CA FT3 90	1	\$0.02	057925
11/04	14:50	1-760-725-3212	PENDLETON	CA FT3 90	.2	\$0.01	058603
11/10	15:50	1-760-725-3212	PENDLETON	CA FT3 90	2	\$0.03	125519
11/12	11:55	1-541-488-7103	ASHLAND	OR FT3 90	37.3	\$0.43	135708
11/19	10:03	1-310-213-3591	GARDENA	CA FT3 90	.1	\$0.01	210210
11/23	09:12	1-203-325-9574	STAMFORD	CT FT3 90	8.2	\$0.10	239999
11/24	09:17	1-757-306-1481	VIRGINIA	VA FT3 90	2.9	\$0.04	254596
11/24	09:40	1-850-445-3398	TALLAHASSE	FL FT3 90	1.4	\$0.03	255212
11/30	10:07	1-757-638-6094	PORTSMOUTH	VA FT3 90	.2	\$0.01	288764
11/30	10:08	1-757-651-3983	NORFOLK	VA FT3 90	.8	\$0.02	288799
===== =====							
15 Calls				Total:	55.5	\$0.76	

INVOICE

219 - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Normal Arial

UNITED STATES MARINE CORPS
MARINE CORPS BASE
QUANTICO, VIRGINIA 22134-5000

IN REPLY REFER TO:
7000
B 507
5-Jan-04

From: Head, Telecommunications Branch, G-6, Marine Corps Base
3250 Catlin Avenue (Code B507), Quantico, Virginia 22134-5000
To: Telephone Control Officer (TCO) for Billing Account Code (BAC) 219
Subj: TELECOMMUNICATIONS BILL FOR THE MONTH OF October-03
Ref: (a) MCBO P2831.1

1. The following charges have been allocated to your account.

TMS TELEPHONE BILL	\$8,146.43
POC: SSgt Marrero or Sgt Carroll, 784-4005	
Inclusive of: UNB/EQUIPMENT RENTAL	\$4,321.68
WORK ORDERS	\$3,771.43
TOLL CALLS	\$63.32
CALLING CARDS	\$0.00
POC: SSgt Marrero or Sgt Carroll, 784-4005	
1-800 #'S	\$0.00
POC: SSgt Marrero or Sgt Carroll, 784-4005	
VERIZON SPECIAL CIRCUITS/LOCAL TOLL	\$15,619.88
POC: SSgt Marrero or Sgt Carroll, 784-4005	
REIMBURSEMENT FOR UNOFFICIAL CALLS	
POC: SSgt Marrero or Sgt Carroll, 784-4005	
MISCELLANEOUS DEBITS/CREDITS	
POC: SSgt Marrero or Sgt Carroll, 784-4005	
TOTAL	\$23,766.31

2. For questions regarding charges, TCO's will need to contact the respective POC as shown

WILLIAM A SMITH

Page 1 Sec 1 1/1 At 0.6" Ln 1 Col 1 REC TRK EXT OVR

AMA TOLL TRANSACTION REPORT

Orig No Trans	Number Called	Location	Date	Time	Minutes	Call Type	Billing Type	Ch
BAC	Section							
432-0279 Minute	1-540-548-2744 0.18 243031	CHANCELLOR VA	12/22	15:24	15.0		FTS Long Distance	FT
432-0721 022369	1-678-742-6462	ATLANTA NW GA	12/02	10:57	31.2	FTS Long Distance	FTS Per Minute	FT
432-0721 042531	1-678-742-6462	ATLANTA NW GA	12/03	14:04	28.4	FTS Long Distance	FTS Per Minute	FT
784-0244 Minute	1-202-685-7500 0.29 172314	WASHINGTON DC	12/15	16:28	25.1		FTS Long Distance	FT
784-0320 259229	1-910-450-6046	JACKSONVL NC	12/27	13:39	17.8	FTS Long Distance	FTS Per Minute	FT
784-2135 Minute	1-704-525-5551 0.21 092093	CHARLOTTE NC	12/08	14:54	17.6		FTS Long Distance	FT
784-2135 2.05	1-704-525-5551 117277	CHARLOTTE NC		12/10 09:02	181.6	FTS Long Distance	FTS Per Minute	
784-2178 076811	1-540-548-0100	CHANCELLOR VA	12/07	14:51	16.0	FTS Long Distance	FTS Per Minute	FT
784-2194 150117	1-301-645-1197	WALDORF MD	12/14	12:17	21.2	FTS Long Distance	FTS Per Minute	FT
784-2194 Minute	1-301-645-1197 0.18 190892	WALDORF MD	12/17	09:00	15.0		FTS Long Distance	FT
784-2195 038678	1-301-645-1197	WALDORF MD	12/03	11:46	18.1	FTS Long Distance	FTS Per Minute	FT
784-2195 071519	1-301-645-1197	WALDORF MD	12/07	11:26	17.7	FTS Long Distance	FTS Per Minute	FT
784-2195 102776	1-301-645-1197	WALDORF MD	12/09	11:59	20.2	FTS Long Distance	FTS Per Minute	FT
784-2195 131716	1-301-295-6289	BETHESDA MD	12/13	10:34	21.0	FTS Long Distance	FTS Per Minute	FT
784-2195 149474	1-301-645-1197	WALDORF MD	12/14	11:50	16.9	FTS Long Distance	FTS Per Minute	FT
784-2195 222574	1-301-645-1197	WALDORF MD	12/21	10:20	16.3	FTS Long Distance	FTS Per Minute	FT
784-2455 176757	1-540-548-0100	CHANCELLOR VA	12/16	09:13	37.9	FTS Long Distance	FTS Per Minute	FT
784-2455 209867	1-540-785-1571	CHANCELLOR VA	12/20	11:07	18.2	FTS Long Distance	FTS Per Minute	FT
784-2455 214890	1-650-628-4325	SANCLSBM LMT CA	12/20	14:29	28.5	FTS Long Distance	FTS Per Minute	FT
784-2592 Minute	1-202-296-1500 0.24 114691	WASHINGTON DC	12/10	10:05	20.3		FTS Long Distance	FT
784-2592 Minute	1-540-775-3427 0.20 217346	KINGGEORGE VA	12/20	16:41	16.6		FTS Long Distance	FT
784-3170 Minute	1-973-903-5036 0.21 291261	NEWTON NJ	12/31	15:40	18.0	FTS Long Distance	FT	FT

TCO'S must:

- Return signed copy of Audit Certification letters with their Telephone Bill no later than 30 days from the time you received your bill to the Telephone office
- Keep a full fiscal year of billing information on file for purposes of Budgeting Audits

Monthly Billing Reconciliation



- **Per MCO P2066.1, unofficial calls that result in a charge to the government are prohibited.**
- **Goal - Identify potential telephone misuse/abuse and take corrective action**
- **Diligence will save your command money!**

Example of Results

January 2004

Monthly	Equipment Charges	Toll Service Charges
Charges:	\$11392.62	\$3575.50

Circuits: **1092** Calls: 14526 Minutes: 18993.5

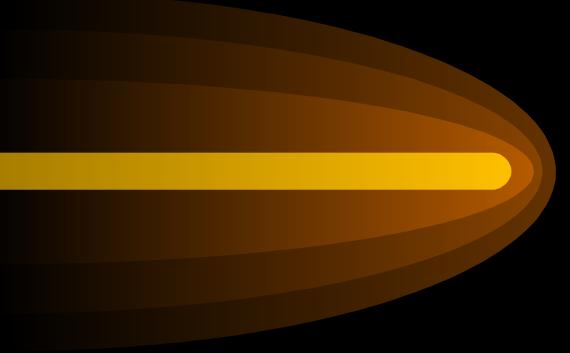
December 2004

Monthly	Equipment Charges	Toll Service Charges
Charges:	\$9432.85	\$2842.15

Circuits: **1010** Calls: 51063 Minutes: 12649.1

**Projected Annual Toll Charge
Savings: \$29,624.32**

Reconciliation Process



- Verify calls as official
 - Flags:
 - calls in excess of 15 minutes
 - Multiple calls to the same number
 - Calls placed after normal working hours
 - Google or Whitepages.com can be used to look up off base numbers to see if they go to residences or businesses (government numbers are not usually found using these tools)
- Notify section heads of suspected abuse
- Require individuals to reimburse the government for unofficial phone calls
- Recommend punitive action for repeat offenders

Ordering Calling Cards



- **MCI calling cards can be obtained by contacting Sgt Carroll or SSgt Lloyd**
- **It takes approximately 60 days to obtain calling cards**
- **Units are responsible for all charges incurred on their calling cards (charges are collected via BAC)**

Questions ?

TELEPHONE DIRECTORY

MSGT WORTHY

Telephone Directory:

- a. The telephone directory is published annually by the Public Affairs Office.**
- b. A request for updated telephone numbers will be sent to all TCOs in June.**
- c. A spreadsheet containing telephone numbers for each unit will be sent via e-mails to all TCOs.**

Directory Cont.

d. It is the responsibility of the TCO to thoroughly review the telephone directory spreadsheet, to ensure all fields are correct to include building numbers.

e. Once corrections are made, the information that applies to your organization will be sent to Base Telephone via e-mail



Example Directory.xls

Questions ?